

## **MARCH 4, 2015 MEETING OF RESIDENT COUNCIL**

### **COPPER LAKE ESTATES**

**SUBMITTED MARCH 7, 2015**

Meeting was called to order by Council Chairwoman Willa Hill at 10:00 AM with **ten** members present. Mary Lanie, Secretary, read the minutes of the last meeting held on FEBRUARY, 3, 2015. A motion to approve the minutes was made by Dan Lucas and seconded by Helen Walker. Minutes were approved.

### **COMMITTEE REPORTS**

**Activities Committee Report:** Mary Land read the Activity Report which follows.

#### **FEBRUARY**

Tai Chi Classes started February 5 and are progressing well. A Valentine's Happy Hour was held and it was a great celebration and social many Residents attended. A Mardi Gras Celebration was also held with King Cake, beads and a Fat Tuesday brain teaser. Brain Health University began again the first part of February and will continue until the end of March. You must attend 18 out to 30 classes in order to graduate. There were many activities held to coincide with the Academy Awards including: matching, trivia, Wheel of Fortune, movie stars including their history and going to Barbie's Consignment Store. The night of the Academy Awards we had "our own" Academy Awards including photo's, a red carpet to enter the dining room and many "dressed up". Champagne was provided with a nice dinner and everyone had an evening filled with fun. We are still looking for more Ambassadors to greet new residents and help them adjust to their new home. Dan Lucas volunteered to be an Ambassador.

#### **MARCH**

Kendra Bucks – When you participate in our daily scheduled activities you will receive a "Kendra Buck" which may be used to participate in an Auction that will be held later. Brain Health University is ongoing now on its second month with good participation. Laughter Yoga held a trial class on Saturday, March 7 at 3:15pm. A fun social will be held for St. Patrick's Day. Casino Theme Month with activities such as the history of casinos, casino invitations, casino craft keepsakes and watching the James Bond movie "Casino Royale". Casino Night will be held on Friday, March 27<sup>th</sup> at 6:30pm.



**Food Committee: Jean Kirk, Chairwoman – 2/17/15** Present were Willa Hill, Secretary, Hazel McDonald, Flowayne Drew, Betty Barnes, Joan Balew. Thomas or anyone from the kitchen was not able to attend as they now have a conflict with the meeting times. As a result of this we will now have our Food Committee meetings on the 4<sup>th</sup> Tuesday of each month.

The following comments were received from the Residents: Chicken Florentine was excellent as well as the skinless chicken, fried chicken, broccoli with cheese sauce and the Boston cream pie and German chocolate cake was awesome. Marco and Johnell should be told that it is NOT sanitary to wipe or rub their noses and then handle food. If they have a cold they should blow their nose and then wash their hands with soap and hot water before serving anyone. It has also been observed that wait staff puts dirty dishes on the same tray that they are serving the meals from. They should also check plates to see that they match the order sheet before bringing it out to the dining room.

Many areas are congested with walkers and tray holders making it difficult for all to get to their tables. Specific comments: 2/16, Pork tough, brownies hard. Could find no avocado on the avocado chicken wrap. Try not to have spaghetti and stuffed peppers on the same day. Many times food is not hot, they run out of food for the 12:30 seating and it takes 30-45 minutes to get food. Same ongoing problem with too much salt, ham too salty, too much cheese added to food, too much processed food, too much pepper in the French Onion Soup on 2/6. On 2/5 the Coleslaw was awful, tasted like vinegar, peach pie crust too thick and not baked enough. Gray hash browns at breakfast on 2/1. Ring bologna not the same as sliced baloney, breakfast casserole overcooked and was awful 2/9 at same meal took 1 hour to get a fruit plate. Many cakes are cooked too much and are dry. 2/16 order was lost and took 54 minutes to get food and pork cutlet was not cooked enough and the spaetzle was cold. Was it pork cutlet or ground beef? On 2/2 we were told they would only serve fruit at lunch and salad at dinner. This should have been communicated to Residents well in advance of any major change including the swapping of the lunch menu with the dinner menu on a Sunday. This was NOT well received. We are happy this was only temporary but the Residents should have been made aware of it in advance.



It seems it would be more effective if the servers took orders from one table at a time and then turned them into the kitchen while they were taking the next tables order. When they take a bunch of tables at once to the kitchen they get all mixed up and usually the first orders taken are brought out last and not everyone at the table gets their food at the same time.

Suggestions: Have cornbread and beans, Tacos Bar once a month and add guacamole to the bar, Frito Chili Pie. Have Caesar Salad at table side. More casseroles like broccoli and cheese and green bean casserole. Onion Blossom, maybe one for each table with a dip included. Have a Macaroni day with Chili Mac and cheese Mac. Cheryl Stratton has been appointed to the Food Committee and has talked to Jessie and Thomas about the problem areas in the kitchen and dining room. There seems to be a problem of control, there is no centralized authority which presents problems for both areas. There should be an order sequence and procedure from each area (from the kitchen to the tables).

#### **LIBRARY COMMITTEE – Lillian Williams, Chairman**

The Oklahoma City Library did not pick of their books as indicated on February 26 therefore we do not have any new ones from them. We do not have a contact number for this to check as to when they might come. The library continues to have good usage and the return books are promptly put back in the bookcases.

#### **LAWN & GROUNDS COMMITTEE – Dan Lucas, Chairman**

Dan has talked with Mike about the survival drills and when they will be set up. Mike has a good plan but has to have many details finalized such as how the residents with walkers and motorized chairs can access the stairs and the procedure for where to put them in the stairwell. If anyone has any suggestions on this please contact Dan or put your suggestion in the Suggestion Box. Some Residents may need help and we need to appoint people to help with that. This plan/procedure must be approved by Corporate also before we can have the Drill.

It appears that some Residents are not cleaning up after their animals as there is quite a bit of poop in the grassy areas near the apartments that needs to be cleaned up. It is planned to paint the outside benches when the weather is warmer. Dan has had complaints of Residents smoking in their rooms. Residents who lived here prior to the No Smoking Policy were "grandfathered" in but only to be done outside, NOT in their



rooms. It was brought up about putting speed bumps in our driveway as some cars come around the drive very fast (40 to 45 mph) and this is very dangerous for Residents and their cars. The need to fix the street where it is so low, cement cracked and where the dead tree is was brought up also as well as additional trimming of trees but Dan indicated that cutting down and hauling away the big dead tree had used up a lot of the Lawn & Grounds budget so they would not be able to do everything that's needed.

### **OLD BUSINESS**

Need to nominate a "Person of the Month" and give name to Kendra. The new washer and dryer for the 1<sup>st</sup> Floor Laundry Room have been delivered and will be installed soon. Second floor people were glad to hear this as they were tired of the first floor residents coming up to 2<sup>nd</sup> and using their machines.

### **NEW BUSINESS**

The Ambassador Committee has volunteered to take care of the New Residents Welcome Baskets. Mike has just received a supply of baskets and has ordered some things to put inside which we will use and add more. A list of possible items is listed as: hand lotion, Small packet of Kleenex, Wipes, toilet paper, pen and pencil, note pad, fruit, bag of chips, small Keebler crackers, bottle of water, body wash, kitchen towel, travel size shampoo. Once these are assembled we will distribute to the new Residents that have not received one and have the others to use as new Residents move in.

The Resident Council received many complaints about the Town Meeting, they felt it should have been cancelled and rescheduled for another time when Lee had time to go over what is and will be happening at Copper Lake. It was also brought up that the Staff should eat in the Dining Room at least 4 times a week sitting with a different table each time. A Chain of Command needs to be posted on the bulletin board and in the elevators. Residents also indicated that the light in the 3<sup>rd</sup> floor Ladies rest room needed to be replaced as it is so dim you can't see.

There was quite a discussion of what the Resident Council should be in order to accomplish projects. It was agreed that we must work in a formal manner and be assertive in checking out Resident concerns.

A motion to adjourn was made by Shirley Jackson and 2<sup>nd</sup> by Dan Lucas. Meeting adjourned at 10:55am.

Respectively Submitted

*Mary Lanie, Secretary*